

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

MAINTENANCE & REPAIR

Customer Trouble Report Rate

	Design	No Design	Total
Land Intervention Troub	X	X	X
Road Resurf	X	X	X
Road Realign	X	X	X
Road Design	X	X	X
UMD Design	X	X	X
UMD New Design	X	X	X
<hr/>			
WRT			
Land Intervention Troub	X	X	X
Road Resurf	X	X	X
Road Realign	X	X	X
Road Design	X	X	X
UMD Loop w/LDP		X	X

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Service Quality Measurements
Performance Reports**

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MAINTENANCE & REPAIR

Definition: Measurement Overview: Measurement Methodology:	Quality of Repair & Time to Repair: <p>This measure, when collected for both the CLEC and BST and compared, monitors that CLEC maintenance standards are carried over/parallel to BST maintenance levels.</p> <p>3. Maintenance Average Duration = (Total Duration Time from the Receipt to the Clearing of Trouble Reports) / (Total Troubles)</p> <p>4. Percent Repeat Trouble Reports within 30 Days = (Total Repeated Trouble Reports within 30 Days) / (Total Troubles) X 100</p> <p>5. Out of Service (OOS) > 24 Hours = (Total Troubles OOS > 24 Hours) / (Total OOS Troubles) X 100</p> <p>Definition: For Out of Service Troubles (no dial tone, cannot be called or cannot call out): the percentage of troubles cleared in excess of 24 hours.</p> <p>For Percent Repeat Trouble Reports within 30 Days: Trouble reports on the same line/tenant as a previous trouble report within the last 30 calendar days as a percent of total troubles reported.</p> <p>For Average Duration: Average time from the receipt of a trouble until the trouble is cleared.</p> <p>Methodology: Mechanized metric from maintenance database(s).</p>
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Reporting Dimensions: <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Region and MSA²⁴ Level 	Estimated Metrics: <ul style="list-style-type: none"> • Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service
Data Required Relative to CLEC Experience: <ul style="list-style-type: none"> • Report Month • Total Tickets • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Total Duration Time • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA²⁵ 	Data Required Relative to BST Performance: <ul style="list-style-type: none"> • Report Month • Total Tickets • Percentage of Customer Troubles Out of Service > 24 Hours • Total and Percent Repeat Trouble Reports within 30 Days • Total Duration Time • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and MSA²⁶

²⁴ Ibid.

²⁵ Ibid.

²⁶ Ibid.

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

MAINTENANCE & REPAIR

Maintenance Average Duration

	Present	No Present	Total
Local Interconnection Trunk	X	X	X
Rental Equipment	X	X	X
Rental Software	X	X	X
Rental Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
EST			
Local Interconnection Trunk	X	X	X
Rental Equipment	X	X	X
Rental Software	X	X	X
Rental Design	X	X	X

Percent Report Trouble within 30 Days

	Present	No Present	Total
Local Interconnection Trunk	X	X	X
Rental Equipment	X	X	X
Rental Software	X	X	X
Rental Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
EST			
Local Interconnection Trunk	X	X	X
Rental Equipment	X	X	X
Rental Software	X	X	X
Rental Design	X	X	X

Out of Service more than 24 Hours

	Present	No Present	Total
Local Interconnection Trunk	X	X	X
Rental Equipment	X	X	X
Rental Software	X	X	X
Rental Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
EST			
Local Interconnection Trunk	X	X	X
Rental Equipment	X	X	X
Rental Software	X	X	X
Rental Design	X	X	X

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

BILLING

Function:	Invoicing Accuracy & Timeliness
Measurement Overview:	The accuracy of billing invoices delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not quality exists.
Measurement Methodology:	<p>1. Invoice Accuracy = $(\text{Total Local Services Billed Revenues during current month}) - (\text{Total Adjustment Revenues during current month}) / \text{Total Local Services Billed Revenues during current month} \times 100$</p> <p>This measure provides the percentage accuracy of the billing invoices for a CLEC by dividing the difference between the total billed revenue and total adjustment revenues by the total billed revenues during the current month.</p> <p>2. Mean Time to Deliver Invoices = $\Sigma (\text{Invoice Transmission Date}) - (\text{Date of Scheduled Bill Cycle Close}) / (\text{Count of Invoices Transmitted in Reporting Period})$</p> <p>This measure provides the mean interval for billing invoices. CRIS-based invoices should be delivered within six (6) workdays, and CABS-based invoices should be delivered within eight (8) calendar days.</p> <p>Objective: Measures the percentage of accuracy and mean interval for timeliness of billing records delivered to CLECs in an agreed upon format.</p>

Accepted Deliverables:	Rejected Deliverables:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate 	<ul style="list-style-type: none"> • Any invoices rejected due to formatting or content errors
Data Related Relating to CLEC Experience:	Data Related Relating to BST Performance:
<ul style="list-style-type: none"> • Report Monthly • Invoice Type <ul style="list-style-type: none"> ■ Retail ■ Unbundled Element Invoices (UEI) 	<ul style="list-style-type: none"> • Report Monthly • Retail Type <ul style="list-style-type: none"> ■ CRIS ■ CABS

Invoice Accuracy

Reported Month:

Invoice Type:

	Total Billed Revenues	Total Adjustment Revenues	% Accuracy
CLEC A	X	X	X
CLEC AGGREGATE	X	X	X
BST AGGREGATE	X	X	X

Invoice Timeliness

Reported Month:

Invoice Type:

	% CRIS Bills Delivered (By 5 th Workday)	% CABS Bills Delivered (By 8 th Workday)
CLEC Specific Region		
CLEC Aggregate Region		
- Retail	X	
- UEI		X
BST Aggregate		
Retail	X	X

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

BILLING

Function: Measurement Overview:	Usage Data Delivery Accuracy, Timeliness & Completeness <p>The accuracy of usage records delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.</p>
Measurement Methodology:	<p>1. Usage Data Delivery Accuracy = $(\text{Total number of usage data packs sent during current month}) - (\text{Total number of usage data packs requiring retransmission during current month}) / \text{Total number of usage data packs sent during current month}$</p> <p>This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission.</p> <p>2. Usage Data Delivery Completeness = $(\text{Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message(usage record) create date}) / (\text{Total number of Recorded usage records delivered during the current month})$</p> <p>This measurement provides percentage of recorded usage data (BellSouth recorded and usage recorded by other carriers) processed and transmitted to the CLEC within thirty (30) days of the message (usage record) create date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS.</p> <p>3. Usage Data Delivery Timeliness = $(\text{Total number of usage records sent within six(6) calendar days from initial recording/transmit}) / (\text{Total number of usage records sent})$²⁷ This measurement provides (BellSouth recorded and usage recorded by other carriers) delivered to the appropriate CLEC within six (6) calendar days from initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS.</p> <p>Objective: The purpose of these measurements is to demonstrate the level of quality and timeliness of processing and transmission of both types of usage data (BellSouth recorded and usage recorded before other carriers) to the appropriate CLEC.</p> <p>Methodology: The usage data will be mechanically transmitted to the CLEC data processing center once daily. Timeliness and completeness measures are reported on the same report.</p>

BILLING

Reporting Dimension:	Evaluated Situation:
• CLEC Accuracy	• None

²⁷ The performance report provided by BellSouth shows the percentage of usage records sent within zero, one, two, three, four, five, six, seven, eight, nine, ten to 30, and over 30 days. Therefore, the concern raised by the CLECs that BellSouth could be providing usage records in less than 6 days to itself and within 6 days for CLECs, but still be in parity, could be damped with the performance measurements reported by BellSouth.

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

<ul style="list-style-type: none"> • CLEC Specific • BST Aggregate <p>Data Required Relating to CLEC Experience:</p> <ul style="list-style-type: none"> • Report Monthly • Record Type <ul style="list-style-type: none"> ■ CMDS (Centralized Message Delivery System) ■ Non-CMDS 	<p>Data Required Relating to BST Performance:</p> <ul style="list-style-type: none"> • Report Monthly • Record Type
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Usage Data Delivery Accuracy

Reported Month:

Reported Month	Total Data Packs Sent	Total Packs Requiring Resynchronization	% Accuracy
CLEC A	X	X	X
CLEC Aggregate	X	X	X
BST Aggregate	X	X	X

Usage Records Timeliness and Completeness

Report Period:

CLEC A			CLEC Aggregate			BST Aggregate		
Days Delay	Total Volume	Completeness %	Days Delay	Total Volume	Completeness %	Days Delay	Total Volume	Completeness %
X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll DA)

Function:	Speed to Answer Performance
Measurement Overview:	<p>The speed of answer delivered to CLBC retail customers, when BST provides Operator Services with Toll Assisted Calls or Directory Assistance on behalf of the CLBC, must be substantially the same as the speed of answer that BST delivers to its own retail customers, for equivalent local service. The same facilities and operators are used to handle BST and CLBC customer calls, as well as inbound call queues that will not differentiate between BST & CLBC service.</p>
Measurement Methodology:	<p>1. Average Speed to Answer (Toll) = $\Sigma (\text{Total Call Waiting Seconds}) / (\text{Total Calls Served})$</p> <p>2. Percent Answered within "X" Seconds (Toll) = Derived by converting the Average Speed to Answer (Toll) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than 30 seconds.</p> <p>3. Average Speed to Answer (DA) = $\Sigma (\text{Total Call Waiting Seconds}) / (\text{Total Calls Served})$</p> <p>4. Percent Answered within "X" Seconds (DA) = Derived by converting the Average Speed to Answer (DA) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than 20 seconds.</p> <p>Definition: Measurement of the average time (in seconds) calls wait before answer by a Toll or DA operator and the percent of Toll or DA calls that are answered in less than a predetermined time frame.</p> <p>Methodology: The Average Speed to Answer for Toll and DA is provided today from monthly system measurement reports, taken from the centralized call routing switches. The "Total Call Waiting Seconds" is a sub-component of this measure, which BellSouth systems calculate by monitoring the total number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "Total Calls Served" is the other sub-component of this measure, which BellSouth systems record as the total number of calls handled by Operator Services: Toll or DA centers.</p> <p>The Percent Answered within ten and twelve seconds measurement for Toll and DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within 20/30 seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, # of operators, max queue size and call abandonment rates.</p> <p>Current BellSouth call center switch technology and business operations do not provide mechanized measurements differentiating between human versus machine call answer processing methods.</p>

Soft Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

Reporting Dimensions:	Included Situations:
<ul style="list-style-type: none"> • Toll Assistance (Toll) in Aggregate • Directory Assistance (DA) in Aggregate • State 	<ul style="list-style-type: none"> • Calls abandoned by customers prior to answer by the BST Toll or DA operator
Date Received (On Aggregate Basis):	
<ul style="list-style-type: none"> • Month • Call Type (Toll or DA) • Average Speed of Answer 	

Report Format:

Separate Reports will be produced for Each State in the BellSouth Region.

Operator Services: Toll & Directory Assistance

REPORT: OPERATOR SERVICES TOLL AND DIRECTORY ASSISTANCE
REPORT PERIOD: XX/XX/19XX - XX/XX/19XX

STATE:

	AVERAGE SPEED TO ANSWER (SECONDS)	% ANSWERED WITHIN "X" SECONDS
TOLL ASSISTANCE	X	Y within Z seconds
DIRECTORY ASSISTANCE	X	Y within Z seconds

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

E911

Function:		Timeliness and Accuracy
Business Implications:		<ul style="list-style-type: none"> • BellSouth's goal is to maximize 100% accuracy in the E911 database for all its CLEC resale and retail customers by correctly processing all orders for E911 database updates. The 911 database update process ensures that the CLEC's updates are handled in parity with BST's updates. BST uses Network Data Mover (NDM) to transmit both CLEC resale and BST retail E911 updates to SCC (third party E911 database vendor) once per day for the entire region. No processing distinctions are made between CLEC records and BST records. These updates are processed within 24 hours. • CLECs ordering unbundled switching and facility-based CLEC E911 providers are responsible for the accuracy of their data that is input into the E911 database. Facility-based CLEC record updates are transmitted by the CLEC directly to SCC without any BST involvement. • When BST retail or resale records experience errors in SCC's system, the errors are not returned to BST for correction. Instead, SCC handles and corrects all errors within 24 hours for both CLEC resale records and BST retail records. • BellSouth through its E911 third party vendor provider monitors and timeliness measurements for BST and its CLEC resale customers. In addition, BellSouth through its E911 third party vendor provider an accuracy and timeliness report for CLECs utilizing unbundled switching and facility-based CLECs.
Measurement Methodology:		<p>1. E911 Timeliness = $\frac{2 \times (\text{Number of Confirmed Orders}) - (\text{Number of Orders missed in Reporting Period})}{(\text{Number of Orders Confirmed in Reporting Period})} \times 100$</p> <p>Definition: Measures the percentage of E911 database updates within a 24-hour period.</p> <p>Methodology: Mechanized metric from ordering system</p> <p>2. E911 Accuracy = $\frac{\text{Total number of SOIR orders for E911 updates}}{(\text{Total number of Service Order Initiatives Reports (SOIRs) with errors generated from Daily TN activity (based on the E911 Local Exchange Carrier Guide for Facility-Based Providers)}) + (\text{Total number of SOIR orders for E911 updates})} \times 100$</p> <p>Definition: Measures the percentage of accurate 911 database updates</p> <p>Methodology: Mechanized metric from ordering system</p>

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

E911

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> BST Aggregate (Includes CLEC resale customers) State and Regional Level 	<ul style="list-style-type: none"> Any order canceled by the CLBC. Order Activities of BST associated with internal or administrative use of legal services
Data Recorded Relating to CLEC Experience:	Data Recorded Relating to BST Performance:
<ul style="list-style-type: none"> Report Month CLBC Order Number Order Submission Date Order Submission Time Error Type Error Notice Date Error Notice Time Standard Order Activity State and Region 	<ul style="list-style-type: none"> Report Month Error Type Average number of error Standard Order Activity State and Region

E911 Timeliness

E911 Timeliness % within 24 Hours	
CLEC A	X
CLEC AGGREGATE	X
BST AGGREGATE	X

E911 Accuracy

E911 Accuracy %	
CLEC A	X
CLEC AGGREGATE	X
BST AGGREGATE	X

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

TRUNK GROUP PERFORMANCE

Function:	Interconnection Trunk Performance
Measurement Overview:	In order to ensure quality service to the CLECs as well as protect the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
Measurement Methodology:	<p>1. Comparative Trunk Group Service Summary: Provides comparative measurements of the trunk groups which exceed the blocking threshold during their busy hours, as well as the total number of trunk groups measured.</p> <p>2. Trunk Group Service Report: Contains the service performance results of all final trunk groups (both BST administered trunk groups and CLEC administered trunk groups) between Point of Termination (POT) and BST tandem or end offices, by region, by CLEC, CLEC Aggregate, and BST aggregate.</p> <p>Specifically measures the total number of trunk groups, number of trunk groups measured, and the number of trunk groups which exceed the blocking threshold during their busy hours.</p> <p>3. Trunk Group Service Detail: Provides a detailed list of all final trunk groups between POTs and BST end offices or tandem (A-end and Z-end for BST Local trunks) including the annual blocking performance when blocking exceeds the measured blocking threshold. The blocking performance includes the observed blocking number for a particular Trunk Group Serial Number (TGSN).</p> <p>Blocking thresholds for all trunk groups are 3%, except BST CTTG, which is 2%.</p> <p>Measured Blocking = $\frac{\text{Total number of Blocked Calls}}{\text{Total number of Attempted Calls}} \times 100$</p>

Reporting Dimensions:	Excluded Situations:
<ul style="list-style-type: none"> • BST Trunk Group Aggregate • CLEC Trunk Group Aggregate • CLEC Trunk Group Specific • State, Region and MSA²² Level 	<ul style="list-style-type: none"> • Trunk Groups for which valid traffic data measurement unavailable.
Data Retained Relative to CLEC Experience:	Data Retained Relative to BST Performance:
<ul style="list-style-type: none"> • Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State Region and MSA²² • Exception Trunk detail 	<ul style="list-style-type: none"> • Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State Region and MSA²² • Exceptions Trunk detail

²² Ibid.

²³ Ibid.

²⁴ Ibid.

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

TRUNK GROUP PERFORMANCE

1. Comparative Trunk Group Service Summary

CLBC 1		CLBC Aggregate		BET CTCI		BET Ladd	
# Trunk Groups Monitored	Total Trunk Groups Monitored	# Trunk Groups Monitored	Total Trunk Groups Monitored	# Trunk Groups Monitored	Total Trunk Groups Monitored	# Trunk Groups Monitored	Total Trunk Groups Monitored
X	X	X	X	X	X	X	X

2. Trunk Group Service Report

CLBC 1

BET Administrated	Rating										TOTAL
	AL	GA	KY	LA	MS	NC	NF	SC	SP	TN	
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
Tlk Gps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gps > 3% observed blocking	X	X	X	X	X	X	X	X	X	X	X
CLBC Administrated											
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
Tlk Gps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gps > 3% observed blocking	X	X	X	X	X	X	X	X	X	X	X
TOTAL											
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
Tlk Gps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gps > 3% observed blocking	X	X	X	X	X	X	X	X	X	X	X

CLBC Aggregate

BET Administrated	Rating										TOTAL
	AL	GA	KY	LA	MS	NC	NF	SC	SP	TN	
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
Tlk Gps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gps > 3% observed blocking	X	X	X	X	X	X	X	X	X	X	X
CLBC Administrated											
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
Tlk Gps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gps > 3% observed blocking	X	X	X	X	X	X	X	X	X	X	X
TOTAL											
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
Tlk Gps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gps > 3% observed blocking	X	X	X	X	X	X	X	X	X	X	X
(PCT1)	X	X	X	X	X	X	X	X	X	X	X

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

TRUNK GROUP PERFORMANCE

SOUTHERN CTTG Trunk Group											
ISDN Administrated	AL	GA	KY	LA	MS	NC	NP	SC	SF	TN	TOTAL
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
T/TG Gaps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gaps > 2% observed blocking	X	X	X	X	X	X	X	X	X	X	X
Interconnect Administrated											
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
T/TG Gaps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gaps > 2% observed blocking	X	X	X	X	X	X	X	X	X	X	X
TOTAL											
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
T/TG Gaps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gaps > 2% observed blocking	X	X	X	X	X	X	X	X	X	X	X

SOUTHERN Local Network											
ISDN Administrated	AL	GA	KY	LA	MS	NC	NP	SC	SF	TN	TOTAL
Total Trunk Groups:	X	X	X	X	X	X	X	X	X	X	X
T/TG Gaps Meas/Prec:	X	X	X	X	X	X	X	X	X	X	X
Tot Gaps > 3% observed blocking	X	X	X	X	X	X	X	X	X	X	X

3. Trunk Group Service Detail

CLIC											
ORDERID	TERM	ISDN SWITCH	CLIC PORT	DESC	CHWD MAX/BUD	SR	TEN	VAL DATE	TERM ENDS	BLCS	
X	X	X	X	X	X	X	X	X	X	X	

ISDN Common Transport Trunk Group											
ORDERID	TERM	TANDEM	ISDN OFFICE	DESC	CHWD MAX/BUD	SR	TEN	VAL DATE	TERM ENDS	BLCS	
X	X	X	X	X	X	X	X	X	X	X	

ISDN Local Network											
ORDERID	TERM	Alpha	Zeta	DESC	CHWD MAX/BUD	SR	TEN	VAL DATE	TERM ENDS	BLCS	
X	X	X	X	X	X	X	X	X	X	X	

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Service Quality Measurements
Performance Reports**

Exhibit A

TRUNK GROUP PERFORMANCE

Trunkline Definitions

Switch	Identifier for the BellSouth end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLL) code.	AlphaNum(11)
POT	Identifier for the CLBC Point of Termination(POT)of the Trunk Group. Part of 37 character Common Language Location Identifier(CLL) code.	AlphaNum(11)
TANDEM	Identifier for the BellSouth Tandem end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLL) code.	AlphaNum(11)
END OFFICE	Identifier for the BellSouth End Office of the Trunk Group. Part of 37 character Common Language Location Identifier(CLL) code.	AlphaNum(11)
A-END	Identifier for the BellSouth Originating/Low Alpha end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLL) code.	AlphaNum(11)
Z-END	Identifier for the BellSouth Terminating/High Alpha end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLL) code.	AlphaNum(11)
DESCRIPT	Describes function/operation of the Trunk Group. Part of 37 character Common Language Location Identifier(CLL) code.	AlphaNum(15)
TGSN	Unique trunk group identifier. (Trunk Group Serial Number)	AlphaNum(8)
OBSV'D BLKG	Blocking ratio determined from traffic data measurement.(Total number of calls blocked/Total number of calls attempted)	Numeric

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

TRUNK GROUP PERFORMANCE

Trunking Definitions (Continued)

Field Name	Description	Data Type
TKS	Total number of trunks in service in a trunk group	Numeric
VAL DAYS	Total number of valid days of measurement	Numeric
NEA_RPTS	Number of consecutive monthly reports for which the trunk group exceeded the measured blocking threshold	Numeric(1)
RMKS	Cause of blocking and/or release plan	AlphaNum

**Service Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

Collection Function:	Service Recommendation
Manufactured Overview:	<p>Response Interval: Provisioning Interval and Timeliness for Providing Collection Services to CLBC in BellSouth Central Office.</p> <p>Collection is the placement of end-to-end equipment in BellSouth Central Offices for interconnecting to BellSouth's leased services and unbundled network elements. BellSouth offers both Virtual and Physical Collection and will report its performance in these offerings separately. The milestones in the process for which measurements will be provided is: the average time to respond to a request after we have the complete application; the average time between receiving the basic file from order until the space is turned over to the CLBC; and the percentage of due dates our data system missed.</p>
Measurement Methodology:	<p>1. Average Response Time = Σ (Average Response Date & Time) / (Request Submission Date & Time)Count of Requests submitted in Reporting Period.</p> <p>Definition: Measures the average time from the receipt of a complete and accurate Collection Request (including receipt of Application File) to the due BellSouth response in writing.</p> <p>Methodology:</p> <p>Method</p> <p>2. Average Arrangement Time = Σ (Date & Time Collection Arrangement is Complete) - (Date & Time Order for Collection Arrangement submitted/Total Number of Collection Arrangements Completed during Reporting Period).</p> <p>Definition: Measures the Average Time from the receipt of complete and accurate Firm Order (including File) to date BellSouth completes the Collection Arrangement [Called "Arrangement complete date". Assumes space and construction complete and service infrastructure complete.]</p> <p>Measurement Methodology:</p> <p>Method</p> <p>3. % of Due Dates Missed = (Number of Orders not completed w/ ILEC committed Due Date during reporting period) / (Number of Orders submitted for completion in reporting period) X 100.</p> <p>Definition: Measures the percent of Collection space request, (including construction and network infrastructure), that are not complete on the due date.</p> <p>Methodology:</p> <p>Method</p>
Reporting Dimensions:	Established Milestones:
<ul style="list-style-type: none"> • State, Regional and MSA Level • Virtual • Physical 	<ul style="list-style-type: none"> • Any order connected by the CLBC. • Time for BST to obtain any permits
Due Timeline Relative to CLBC Experience:	Due Timeline Relative to BST Performance:
<ul style="list-style-type: none"> • Report Month • CLBC Order Number • Application Submission Date • Firm Order Submission Time • Space Activation Date 	<ul style="list-style-type: none"> • Report Month • Application • Application Response • Firm Order • BST Completion Date

Ordering

REPORT: PERCENT FLOW-THROUGH SERVICE REQUESTS (SUMMARY) REPORT PERIOD: 03/14/1998 - 3/31/1998

EXHIBIT WNSPM REPLY- 4a

CLICO AGGREGATE REGION	LESOG FLOW-THROUGH % (RAW DATA)	ADJUSTED FLOW-THROUGH %
		85.60%

BSI AGGREGATE REGION	FLOW-THROUGH %
- RETAIL RESIDENCE	96.00%
- RETAIL BUSINESS	82.82%

Note 1: The March reporting month is truncated due to a major system release mid month.

Ordering

REPORT PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 03/14/1998 - 03/31/1998

EXHIBIT WNSPM REPLY - 4a

Company Name	METHOD OF RECEIPT			PROCESSING			FLOWTHROUGH	
	EDI	LENS	Total Mech LSR's	Auto Clarify	LESOG Eligible	LESOG Flowthru	CLEC Errors	LESOG Flowthru
# 1	0	56	56	0	52	34	10	80.9%
# 2	0	6	6	0	5	1	2	35.9%
# 3	0	74	74	0	70	54	9	88.3%
# 4	0	54	54	1	49	36	7	86.1%
# 5	0	662	662	19	618	236	382	100.0%
# 6	0	4	4	3	1	0	1	0.0%
# 7	557	0	557	0	552	255	132	60.7%
# 8	0	4	4	0	4	0	2	0.0%
# 9	0	49	49	0	48	21	15	63.5%
# 10	0	343	343	4	333	252	45	87.4%
# 11	0	72	72	0	71	63	4	94.6%
# 12	0	185	185	6	130	59	21	54.1%
# 13	0	35	35	1	33	25	4	87.5%
# 14	58	411	469	3	452	301	84	81.7%
# 15	365	0	365	0	298	64	129	38.0%
# 16	0	1	1	0	1	0	0	0.0%
# 17	0	27	27	0	22	21	1	97.9%
# 18	0	316	316	1	308	245	57	97.6%
# 19	0	213	213	1	205	165	22	90.2%
# 20	0	96	96	1	51	37	12	94.9%
# 21	0	181	181	6	165	143	22	100.0%
# 22	0	64	64	0	60	49	6	90.9%
# 23	0	6	6	0	6	0	3	0.0%
# 24	0	15	15	0	15	9	3	77.1%
# 25	0	92	92	2	78	64	9	92.4%
# 26	0	28	28	0	19	8	6	62.0%
# 27	292	0	292	0	280	83	66	38.7%
# 28	0	18	18	0	18	14	2	84.8%
# 29	0	1	1	0	1	1	0	100.0%
# 30	0	25	25	1	24	1	13	8.9%
# 31	0	31	31	0	7	1	3	27.3%
# 32	107	0	107	0	97	7	50	14.8%
# 33	0	139	139	0	131	99	21	89.7%
# 34	0	10	10	1	9	5	2	73.7%
# 35	0	92	92	1	82	54	15	81.2%
# 36	20	226	246	3	235	179	31	87.7%
# 37	0	16	16	1	9	3	6	100.0%
# 38	0	42	42	0	42	7	0	16.8%
# 39	0	65	65	1	50	38	7	87.6%
# 40	0	19	19	0	18	5	7	46.3%
# 41	0	3	3	0	3	3	0	100.0%
# 42	0	253	253	1	247	165	52	84.8%
# 43	0	328	328	5	274	197	58	91.1%
# 44	0	10	10	0	10	3	4	49.0%
# 45	0	4162	4162	64	3928	3122	640	94.9%
# 46	0	138	138	0	127	95	18	86.9%
# 47	0	117	117	0	114	90	13	89.4%
# 48	0	138	138	3	134	123	6	96.2%
# 49	0	74	74	1	71	61	0	85.9%
# 50	0	791	791	6	650	475	41	78.0%
# 51	0	15	15	0	15	4	6	44.9%
# 52	0	5	5	0	4	2	1	69.1%
# 53	0	140	140	2	126	120	4	97.1%
# 54	0	183	183	1	176	44	105	61.7%
# 55	0	297	297	0	292	274	0	93.8%

TOTALS	EDI	LENS	Total Mech	Auto Clarify	LESOG Eligible	LESOG Flowthru	CLEC Errors	Flowthru
	1399	10332	11731	139	10822	7417	2159	85.6%

Ordering

REPORT: PERCENT FLOW-THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 04/01/1998 - 04/30/1998

EXHIBIT WNSPM REPLY-4b

	LESOG FLOW-THROUGH % (RAW DATA)	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE		
REGION		84.60%

	FLOW-THROUGH %
BRT UNCORPORATED	
REGION	
- RETAIL RESIDENCE	96.00%
- RETAIL BUSINESS	82.48%

Ordering

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 04/01/1998 - 04/30/1998

EXHIBIT WNSPM REPLY-4b

Company Name	METHOD OF RECEIPT			PROCESSING				FLOWTHROUGH	
	EDI	LENS	Total Mech LSR's	Auto Clarify	LESOG Eligible	LESOG Flowthru	CLEC Errors	Flowthru	
# 1	0	72	72	9	59	40	11	82.5%	
# 2	0	139	139	0	130	91	22	83.9%	
# 3	0	203	203	13	167	117	28	84.0%	
# 4	0	783	783	31	724	319	405	100.0%	
# 5	209	0	209	12	184	93	40	64.8%	
# 6	0	54	54	1	43	26	9	77.4%	
# 7	0	121	121	10	106	58	27	73.0%	
# 8	0	537	537	33	488	392	93	99.2%	
# 9	0	66	66	11	55	24	17	63.4%	
# 10	0	444	444	8	357	181	52	59.3%	
# 11	0	76	76	3	61	42	11	83.2%	
# 12	0	452	452	0	447	327	66	85.9%	
# 13	0	105	105	8	86	53	0	61.6%	
# 14	0	72	72	0	63	53	6	92.2%	
# 15	0	23	23	1	19	13	3	82.9%	
# 16	0	608	608	20	583	307	249	92.0%	
# 17	0	477	477	22	418	294	74	85.6%	
# 18	0	234	234	2	138	90	41	92.9%	
# 19	0	388	388	27	354	305	49	100.0%	
# 20	0	146	146	14	123	82	23	81.7%	
# 21	0	55	55	8	46	31	8	82.2%	
# 22	0	247	247	21	215	164	32	89.6%	
# 23	0	393	393	38	352	265	33	83.0%	
# 24	497	0	497	15	354	170	61	58.1%	
# 25	0	473	473	47	420	333	80	98.1%	
# 26	0	239	239	17	206	113	0	54.9%	
# 27	0	372	372	19	308	200	69	83.8%	
# 28	0	213	213	0	186	127	52	94.5%	
# 29	64	0	64	2	58	0	3	0.0%	
# 30	0	179	179	1	174	152	12	93.9%	
# 31	0	84	84	1	52	18	34	100.0%	
# 32	0	963	963	33	539	153	4	28.6%	
# 33	0	79	79	2	77	56	12	85.7%	
# 34	0	43	43	2	41	14	15	53.7%	
# 35	0	918	918	39	849	544	195	83.2%	
# 36	0	335	335	23	274	193	61	90.5%	
# 37	0	4795	4795	240	4461	3401	841	94.0%	
# 38	0	209	209	13	190	150	22	89.4%	
# 39	0	293	293	29	254	199	50	97.7%	
# 40	0	43	43	2	39	7	18	32.9%	
# 41	0	490	490	43	427	266	161	100.0%	
# 42	0	175	175	4	163	144	0	88.3%	
# 43	0	892	892	19	784	584	47	79.2%	
# 44	0	36	36	4	32	10	12	50.4%	
# 45	0	34	34	2	23	9	8	59.0%	
# 46	0	159	159	9	143	128	8	95.0%	
# 47	0	545	545	71	467	164	240	72.3%	
# 48	0	466	466	19	443	391	0	88.3%	

	EDI	LENS	Total Mech	Auto Clarify	LESOG Eligible	LESOG Flowthru	CLEC Errors	Flowthru
TOTALS	770	17730	18500	948	16182	10893	3304	84.6%

Ordering

REPORT: PERCENT FLOW-THROUGH SERVICE REQUESTS (SUMMARY)

REPORT PERIOD: 05/01/1998 - 05/31/1998

EXHIBIT WNSPM REPLY - 4c

CLEC AGGREGATE	LESOG FLOW-THROUGH % (RAW DATA)	ADJUSTED FLOW-THROUGH %
REGION		86.38%

BST AGGREGATE	FLOW-THROUGH %
REGION	
- RETAIL RESIDENCE	96.40%
- RETAIL BUSINESS	82.51%

Ordering

REPORT, PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD 05/01/1998 05/31/1998

EXHIBIT WNSPM REPLY - 4c

Company	METHOD OF RECEIPT			PROCESSING				FLOWTHROUGH	
	Name	EDI	LENS	Total Mech LSR's	Auto Clarify	LESOG Eligible	LESOG Flowthru	CLEC Errors	Flowthru
#1		52	324	376	3	367	247	66	82.17%
#2		21	172	193	2	187	131	31	83.97%
#3		0	97	97	9	77	42	32	92.31%
#4		0	93	93	1	91	83	4	85.87%
#5		0	398	398	5	380	332	0	87.37%
#6		0	167	167	5	159	145	0	91.19%
#7		0	100	100	2	89	64	13	83.66%
#8		0	1061	1061	68	984	816	155	98.47%
#9		622	0	822	18	370	170	67	56.04%
#10		0	109	109	0	88	53	35	100.00%
#11		597	0	597	48	533	335	88	75.28%
#14		0	1273	1273	42	1078	689	90	69.77%
#15		0	192	192	9	182	158	13	93.65%
#16		120	0	120	0	84	12	40	27.18%
#17		0	428	428	27	396	330	25	88.89%
#18		0	153	153	22	128	90	21	84.14%
#19		0	54	54	7	46	24	12	70.95%
#20		0	35	35	1	16	7	5	63.52%
#21		0	62	62	4	57	41	9	85.16%
#22		0	49	49	0	45	40	3	94.71%
#23		0	613	613	14	598	489	98	97.89%
#24		0	681	681	27	652	370	282	100.00%
#25		0	28	28	2	25	4	12	29.90%
#26		357	0	357	0	304	40	146	25.33%
#27		0	54	54	2	51	20	17	50.09%
#28		0	980	980	26	940	411	5	43.98%
#29		0	128	128	2	124	74	26	76.82%
#30		0	155	155	1	122	91	17	68.80%
#31		0	351	351	3	205	139	57	93.65%
#32		0	479	479	4	413	285	38	75.93%
#33		0	285	285	33	203	108	54	70.99%
#34		0	6587	6587	648	5919	5086	661	98.73%
#35		0	198	198	4	189	142	0	75.13%
#36		0	776	776	74	696	422	175	81.05%
#37		0	321	321	8	312	221	59	87.18%
#38		0	224	224	11	212	173	24	92.21%
#39		0	78	78	3	61	47	8	88.28%
#40		0	442	442	17	408	284	89	83.68%
#41		0	752	752	53	690	248	351	73.08%
#42		0	497	497	29	464	429	35	100.00%
#43		0	356	356	2	354	334	0	94.35%
#44		0	202	202	1	201	84	65	61.65%
#45		0	57	57	1	54	44	6	90.79%
#46		0	431	431	14	407	289	118	100.00%
#47		0	341	341	8	328	291	22	85.18%
#48		0	115	115	16	95	69	14	85.80%
#49		0	73	73	4	69	50	11	85.49%
#50		0	78	78	4	74	60	8	90.58%
#51		0	280	280	2	248	122	110	88.57%
#52		0	509	509	32	468	372	53	89.67%
#53		0	446	446	35	408	363	42	99.82%
#54		0	284	284	21	262	222	37	98.52%
#55		0	112	112	11	97	70	15	85.31%
#56		0	155	155	12	140	119	12	92.69%
#57		0	38	38	2	36	9	15	42.74%

TOTALS

EDI	LENS	Total Mech LSR's	Auto Clarify	LESOG Eligible	LESOG Flowthru	CLEC Errors	Flowthru
1769	21871	23640	1397	21184	15388	3370	86.38%

Ordering

REPORT: PERCENT FLOW-THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 06/01/1998 - 06/30/1998

EXHIBIT WNSPM REPLY - 4d

CLEC AGGREGATE	LESOG FLOW-THROUGH % (RAW DATA)	ADJUSTED FLOW-THROUGH %
REGION		87.08%

BSTL AGGREGATE	FLOW-THROUGH %
REGION	
- RETAIL RESIDENCE	95.60%
- RETAIL BUSINESS	80.69%

Ordering

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)

REPORT PERIOD: 06/01/1998 - 06/30/1998

EXHIBIT WNSPM REPLY - 4d

Company	METHOD OF RECEIPT			PROCESSING				FLOWTHROUGH	
	Name	EDI	LENS	Total Mech LSR's	Auto Clarify	LESOG Eligible	LESOG Flowthru	CLEC Errors	Flowthru
# 1		133	325	458	11	423	224	115	72.64%
# 2		68	213	281	4	258	133	100	84.18%
# 3		0	88	88	11	76	32	25	63.18%
# 4		0	104	104	7	94	78	9	92.00%
# 5		0	258	258	5	250	195	25	86.67%
# 6		0	30	30	1	16	10	3	79.72%
# 7		0	42	42	0	41	23	10	75.09%
# 8		0	190	190	13	173	157	9	95.86%
# 9		0	122	122	3	116	91	14	89.57%
# 10		0	1448	1448	119	1323	1169	58	92.43%
# 11		649	0	649	35	421	197	25	49.73%
# 12		0	23	23	2	20	19	1	97.82%
# 13		628	0	628	66	543	344	60	71.18%
# 14		0	461	461	2	457	438	0	95.84%
# 15		0	60	60	1	7	1	3	28.22%
# 16		0	458	458	0	457	420	0	91.90%
# 17		10	903	913	69	724	451	222	89.81%
# 18		0	218	218	19	198	118	46	77.68%
# 19		0	57	57	3	52	35	17	100.00%
# 20		140	0	140	7	75	2	42	6.07%
# 21		0	498	498	20	476	440	0	92.44%
# 22		0	77	77	21	50	42	5	92.53%
# 23		0	143	143	20	120	92	16	88.57%
# 24		0	241	241	8	230	199	22	95.74%
# 25		0	191	191	1	183	173	6	97.61%
# 26		0	786	786	13	769	556	213	100.00%
# 27		0	814	814	31	771	501	219	90.82%
# 28		101	0	101	12	59	15	25	44.57%
# 29		0	180	180	5	158	83	43	72.30%
# 30		0	31	31	2	29	14	9	68.77%
# 31		0	2251	2251	27	2206	1542	268	79.58%
# 32		0	135	135	8	123	55	39	65.61%
# 33		0	263	263	18	132	87	26	82.02%

Ordering
REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 06/01/1998 - 06/30/1998
EXHIBIT WNSPM REPLY - 4d

# 34	0	386	386	22	292	183	0	62.67%
# 35	0	578	578	44	530	293	198	88.12%
# 36	0	1854	1854	316	1532	1289	140	92.60%
# 37	0	158	158	10	147	114	19	89.07%
# 38	0	221	221	22	192	145	27	87.92%
# 39	0	327	327	22	304	226	78	100.00%
# 40	0	309	309	16	286	248	22	93.90%
# 41	0	104	104	9	82	47	20	76.01%
# 42	0	301	301	23	273	235	27	95.58%
# 43	0	892	892	156	710	314	218	63.80%
# 44	0	617	617	63	547	493	8	91.42%
# 45	0	349	349	3	346	325	12	97.33%
# 46	0	286	286	13	271	63	151	52.62%
# 47	0	56	56	5	48	21	16	64.72%
# 48	0	525	525	17	492	380	75	91.05%
# 49	0	354	354	31	323	274	25	91.79%
# 50	0	981	981	111	830	648	176	99.04%
# 51	0	190	190	36	150	101	28	82.94%
# 52	0	156	156	0	154	143	6	96.84%
# 53	0	77	77	1	73	40	19	74.09%
# 54	0	96	96	10	85	72	7	92.89%
# 55	0	223	223	10	191	99	53	71.74%
# 56	0	626	626	45	578	460	114	99.06%
# 57	0	139	139	3	134	121	2	91.57%
# 58	0	317	317	34	279	233	42	98.38%
# 59	0	343	343	16	327	232	55	85.21%
# 60	0	148	148	15	133	97	21	86.41%
# 61	0	320	320	18	302	233	31	85.87%
# 62	0	270	270	6	264	221	11	87.27%
# 63	1709	7	1716	97	1599	1299	173	91.08%
# 64	0	172	172	15	155	131	14	92.79%
# 65	0	24	24	3	21	15	3	85.50%

TOTALS

EDI	LENS	Total Mech LSR's	Auto Clarify	LESOG Eligible	LESOG Flowthru	CLEC Errors	Flowthru
3438	22016	25454	1756	22680	16731	3466	87.08%